



Quality Manual

Operating Procedures for Customer Satisfaction, Problem Prevention and Continual Improvement



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| Issuer: President | Issue Date: 19 Sept 2016 | Document No.: QA-003A |
| Approved By: Quality Management Rep. | Rev Date: 13 Jul 2023 | Page 2 of 7 |

Control of the Quality Manual

The information contained in this manual is proprietary. It must not be copied in part or any form or communicated for the use of any other party without the expressed written permission of **National Refrigeration and Air Conditioning Canada Corporation (NRAC)**.

Our ISO 9001 Management Representative maintains absolute responsibility and authority for the distribution, maintenance and recall of this Quality Manual.

This copy of the manual is the property of:

National Refrigeration and Air Conditioning Canada Corporation
159 Roy Boulevard
Brantford, ON
N3R 7K1

Phone: 519 751-0444

Fax: 519 753-1140

Website: www.t-rp.com

Email: info@t-rp.com

Endorsement

I hereby certify that this Quality Manual accurately portrays the Quality Management System that has been implemented at **National Refrigeration and Air Conditioning Canada Corporation**. I confirm that the Management System described in these procedures meets the requirements of our organization, our customers and is in compliance with the ISO 9001:2015 International Standard.

President _____

Date: _____



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Foreword

This Quality Manual contains the quality management procedures implemented at **NRAC**. The procedures documented in this manual are intended to comply with the specific clauses outlined in the following standards:

**ISO 9001: 2015
International Standard
Edition 2015-09-15**

In the event of a significant change to the Quality Management System we will inform our Quality System Registrar.

Scope of Registration

The scope of operations that **NRAC** has registered is:

**Design, manufacture and delivery of commercial refrigeration equipment,
including replacement / service components**

Exclusions:

NRAC's quality management system does not have any justifiable exclusions.



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The procedures are documented using a process approach that reflects the operation of **NRAC**. The Table of Contents provides a cross-reference table that maps the ISO 9001:2015 requirements to the **NRAC** procedures.

| | Attachments | |
|-----|------------------------|--|
| I | Flowchart of Processes | |
| II | Mission Statement | |
| III | Quality Policy | |

Table of Contents: Order Fulfilment Procedures

| # | Procedure Manual Title | ISO 9001:2015 |
|---------|--|--|
| QA-003A | Quality Manual | 4.3; 4.4; 7.5.1 |
| QA-004 | Documented Information | 7.5 |
| QA-005 | Leadership | 4.0; 4.1; 4.2; 4.4; 5.0; 5.1; 5.1.1; 5.1.2; 5.2; 5.2.1; 5.2.2; 6.0; 7.1.1; 7.1.2; 8.1; 9.1.1; 9.1.3; 9.3; 10.0; 10.3 |
| QA-006 | Human Resources | 7.2 |
| QA-007 | Infrastructure and Environment | 7.1.3; 7.1.4 |
| QA-008 | Design & Development | 8.3 |
| QA-009 | Provision of Product / Services | 7.1.4; 8.5; 8.6; 9.1.1 |
| QA-010 | Monitoring and Measuring Resources | 7.1.5 |
| QA-011 | Internal Audits | 9.2 |
| QA-012 | Control of Non-conforming Outputs | 8.7; 10.2 |
| QA-013 | Nonconformity Corrective Action | 6.1; 10.2; 10.3 |
| QA-014 | Customer Related Processes | 8.2; 9.1.2 |
| QA-015 | Control of Externally Provided Processes, Products, and Services | 8.4; 8.5.3 |
| QA-016 | Receiving Processes | 8.4.2; 8.4.3; 8.6 |

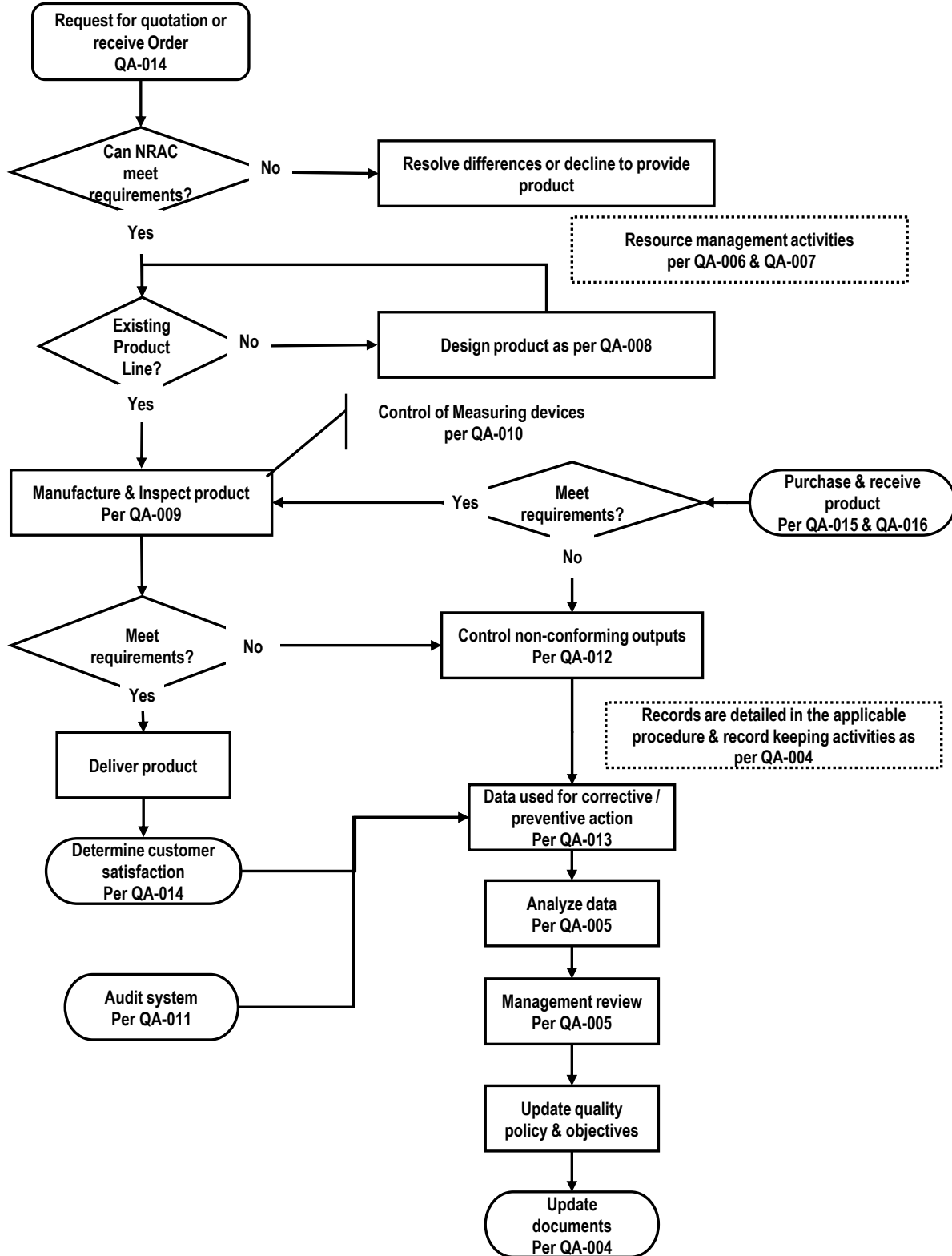
DOCUMENT REVISION HISTORY

| Latest Issue | Description |
|--------------|---|
| 24 Jan 2017 | Added notification of registrar statement Page #3, added quality policy |
| 3 May 2018 | Updated for compliance with ISO9001:2015 |
| 13 July 2023 | Quality Policy Update: 3 – Added both ours and their needs. |
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Process Interaction





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MISSION STATEMENT

With a **FLEXIBLE** and an **INNOVATIVE** approach along with a commitment to **QUALITY** and **CONTINUOUS IMPROVEMENT**, National Refrigeration strives to satisfy our **CUSTOMERS**, establish long term profitable **PARTNERSHIPS**, and provide market **LEADERSHIP**.



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QUALITY POLICY

National Refrigeration has developed its expertise since its establishment and its aim is to be the best provider of Commercial Refrigeration Equipment. The company shows strong management commitment to achieve the standards required by implementing a Quality Management System (QMS) conforming to the requirements of ISO 9001.

We aim to build a mutually profitable partnership with our customers; ensuring their long-term success. We will strive to achieve our commitments for quality, cost, schedule, and to produce finished product that we can justifiably be proud of.

The above shall be achieved by:

1. **Continually improving** the effectiveness of our Quality Management System.
2. Working closely with our **customers** to ensure we understand and **satisfy their needs**.
3. Working closely with our **suppliers** to ensure it is understood how to **satisfy both ours and their needs**.
4. **Meeting** all applicable **legal** and regulatory **requirements**.
5. **Developing** our **people** and processes.
6. Utilizing procedures to **control key processes**.
7. Establish objectives to help **communicate** organizational **direction** and **drive improvement**.
8. Periodically **reviewing** this policy, so that it **remains relevant** and **communicating it** internally to all concerned.

Through the use of these guiding principles, everyone in the company is responsible for the quality of their work.